

CONTACT LENSES AND FITTINGS

Dear Valued Patient:

We strive to offer our patients the finest eye care in the Brandywine Valley. We guarantee the satisfaction of our patients who purchase contact lenses from us!

Fittings are performed by Dr. Lusavage, a board certified ophthalmologist, or one our highly trained staff. A one-time fitting fee is charged for patients who are new contact lens wearers (\$100) or are established lens wearers (\$50) who wish to re-order or change their prescription. The fee is waived for those patients who re-order through us the same lenses they currently wear. This fitting fee includes guaranteed satisfaction with the fit and vision in the lenses as well as any future changes.

Eye to Eye Ophthalmology offers prices competitive with internet/phone contact lens suppliers. If you choose to purchase your lenses elsewhere, we cannot be held responsible for the fit or any problems that develop in the future from lenses purchased elsewhere.

Effective immediately, a \$20 surcharge will be billed to a patient's account for ordering contact lenses from any contact lens supplier AFTER HOURS, including 1-800-contacts. This is necessary since prescription verification is made to the doctor in an after-hours automated telephone call, which activates our medical emergency line. There has been a significant increase in these after-hours calls on evenings and weekends. We cannot contact these companies since they are automated responses only. We cannot ignore these automated calls as the program continues to call repeatedly until answered.

To avoid this problem and fee, please do not order contacts from these companies after 8:00 p.m. or before 8:00 a.m. Monday through Saturday. If you have any questions, please ask one of our staff.

_____ I hereby acknowledge receipt
Initial And understand the above policy